Greyheund, Inc. Case Study

	EXECUTIVE APPROVAL FORM	
CUSTOMER	NAME: Greyhound, Inc.	
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Oracle and n	Customer History - Existing Price Holds	• •• •• 1
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III R Request	SECTION III - Justification:	
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8 Specify that to 9 Much tech sup	Price Pressure - Competition - Lawson thrawa lowba I bid out to die customer close to a v 3-100K in U.). Peoples off has recently under the "Will not lose this deal on price. Time on the costimates have Peoples off an at 500K in U. (Our worst case is remadic. 775K).	enfugstestiffand ustemet Ost
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Programs Licens: Discour Support Discour Comp & Admin	 Re-approval of Language. The language approval requests for Oracle Development were papproved and your ago. This language was approved by Ren. Wohl and feed in last year for in deal and we will need it await. PeopleSoft his already hereoft of this language for something Development has approved on expert terms for 1 year instead of 5 year is atomic for 1 year instead of 5 years another 6. Soft would make this out I inject release. Remaining Requests. All additional request outflined in 18 supproval were approved in exceeding a large state of the cultive exception. (18% historytes) 	alusion into tra anulus) anuly is 150 va
Phosed Implement & Admin! Support Options. Price Hoods List Lights	Recommendation. As a major well-reffer to the spirit	
	Submitted By: Richard Bedford 214.646.3448. Matt Mills, 972.672.3693. Field RM name if submitted by iSD:	
	R Constant Constant PAPP to all care	

"This would be a 3rd straight win over [PeopleSoft] in their flagship area."

"Customer is getting squeezed in the depressed Travel industry. Money is tight. Only very aggressive proposals will move them off the dime."

Greybound, Inc. Case Study

	EXECUTIVE APPROVAL F	ORM		
CUSTOMER	NAME: Greyhound, Inc.			and the second
SECTION E HQAPP Requie	San Market Steel	1.00	- Makenaga or i	ison Leorenin
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9 Attach tech sup Previously apper 1 Original Apple 2 SECTION II - I Prostants Licensy Discours Support Discour	estimates have Peoples off in at 3000 m.). (Our w.) Price Pressure — Fravel Industry — Casteriae is tight. Only very aggressive preparative of move of Reasonable Discount. Modular H/R. The standards is the U.S. Discounts in the 73-80% are not a modular proposal of Language. The language approach provided are year tight. Fix language was approved one year tight. Fix language was approved and we will need it ment. PeopleSoft himsulf. Development have approved one operate emails for a ready 3 years into 13 and another 3 yes wing. Remaining Requests.— Mandatonal requestional deep of these of the only exception (13%), leavy.	nefting squeered how off the dime adulence (Non-1-1- accommon in a ve ad requests for C ad by Ron Wohl cody agreed to the 4 year instead of di make this our med in this appro-	in the depressed in Bin Suite; II-R com- ers competitive, mar bracle Development and local in Iter ver- its language (or son 5 year communion I most relieve	petitions have been fleree sket. About this si twere previously at for melasten mixtue actions, smallers in Reasoning is fact w
Copp & Admin Praised Implement & Admin Support Options Price Holds List License	Recommendation: And a property of the META collection. Submitted By, Richard Bedford 214,646,3448, Man Mi Field RM name if submitted by iSD:		3	

"While Peoplesoft dropped off earlier, they are back with a vengeance. They have recent Executive penetration and some champions."

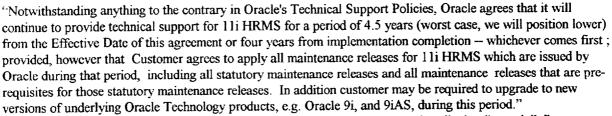
EXECUTIVE APPROVAL FORM

CUSTOMER NAME: Greyhound, Inc.

SECTION I - Approval Requests:

HQAPP Requests:

- 1. Request 80% discount for license and support for HR / Payroll deal. Currently showing customer 78%. (~\$800,000 net license)
- 2. Request special language be added to agreement as shown below. Development including Ron Wohl has approved on separate email:



- 3. OLSA Warranties: Change to: Programs will "substantially" operate as described to "materially".
- 4. OLSA Indemnification: Add the word "fully" before the word indemnify and add, "hold harmless, pay all fines, penalties, etc..."
- 5. Support cap for total of 3 years with yrs 4-5 at 4% increase.

TIER 1 Requests:

- 6. Customer Definition: 3 changes: 1.) Applies to parent corporation, Laidlaw, (Tier 2 in Canada) and its 2.) Majority owned without exhibit. Subs agree to be bound... (Tier 3); and 3.) minority owned subs with exhibit (not available yet, but will submit for approval) (Tier 1)
- 7. Price hold for products purchased and financials for 3 years at 70%.

TIER 3 Requests:

- 8. Specify that tech support will not materially decline during any year
- 9. Attach tech support policies to the agreement (Sales Rep approval)

Previously approved requests (include date of approval):

- 1. Original Approval done over 1 year ago.
- ?

SECTION II – Deal Summary:

Deal Summary	
Programs	HR, options and Payroll
License Discount	80% (ebiz + 55 %)
Support Discount	same
Comp & Admin Discount	N/a
Phased Implementation for Comp	N/a
& Admin?	
Support Options/Holds	3 year flatline plus 2 yrs at 4%
Price Holds	3 yrs at 70%
List License	\$ 3,945,000

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List Support	\$ 867,900
List Comp & Admin	
Net License	\$789,000
Net Support	173,580
Net Comp & Admin	
Net Total Price	\$62,580
Price List Used	Current

Customer History - Existing Price Holds		
Existing contractual discount (price hold)	None	
Date of Price List for price hold		
When does price hold expire?		
Price hold program categories (database,		
server, erp, crm, hr/payroll, app suite)		
Name of Agreement if applicable		

SECTION III - Justification:

- Competition This has been a knock down drag out with Peoplesoft and Lawson. This deal was hot and heavy roughly 12 months ago but went dormant. While Peoplesoft dropped off earlier, they are back with a vengeance. They have recent Executive penetration and some champions. Oracle holds a slight lead after a crafty sales plan. Peoplesoft is desperate for this business given recent Dallas based H/R losses at both Michael's, and Neiman Marcus (This quarter). This would be a 3rd straight win over Poeplesoft in their flagship area.
- 2. Price Pressure Competition Lawson threw a lowball bid out to the customer close to a year ago(estimated 3-400K in L), Peoplesoft has recently made the "Will not lose this deal on price" line on the customer. Our estimates have Peoplesoft in at 500K in L. (Our worst case is roughly 775K)
- 3. Price Pressure Travel Industry Customer is getting squeezed in the depressed Travel industry. Money is tight. Only very aggressive proposals will move them off the dime.
- 4. Reasonable Discount Modular H/R The standalone (Non-E-Biz Suite) H/R competitions have been fierce across the US. Discounts in the 75-80% are not uncommon in a very competitive market. Again, this is modular pricing and not the E-Biz Suite.
- 5. Re-approval of Language The language approval requests for Oracle Development were previously approved one year ago This language was approved by Ron Wohl and legal in last year for inclusion into the deal and we will need it again. PeopleSoft has already agreed to this language (or something similar). Development has approved on separate emails for 4 year instead of 5 year commitment. Reasoning is that we are already 3 years into 11i and another 5 yrs would make this our longest release.
- 6. Remaining Requests All additional request outlined in this approval were approved one year ago. The deeper discount is the only exception. (75% last year)

Recommendation: (leave blank for HQAPP to fill out)

Submitted By: Richard Bedford 214.616.3448, Matt Mills, 972.672.3693 Field RM name if submitted by iSD:

R: (leave blank for HQAPP to fill out)

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C: L: A: BP:

PLEASE NOTE THAT HQAPP WILL NOT REVIEW ANYTHING BELOW AND NOTHING BELOW WAS CONSIDERED FOR THEIR APPROVAL. ONLY DETAILS IN THE REQUEST SECTION (SECTION I) ABOVE WERE CONSIDERED IN THE APPROVAL GRANTED.

SECTION V - Ordering Document Details

<u>Instructions</u> - Fill in all sections completely.

APPROVAL REQUIREMENTS - Refer to the Approval Matrix at http://esource.oraclecorp.com
PRICING REQUIREMENTS - Refer to Price List and Price List Supplement for minimums and prerequisites.
PRICING SPREADSHEET - Include a pricing spreadsheet showing all products, quantities, license types, pricing, and discounts. Indicate if discount for drafting contract differs from approved discount.

MIGRATIONS - If your deal contains a migration, you must submit a Migration Worksheet to the ELM (eBusiness License Migrations) team. Refer to http://nafo.us.oracle.com under the Contract Management tab and e-Business License Migrations header to download the spreadsheet and for additional information.

Note: All business approvals & quotes are valid through the quarter they were approved, unless a formal RFP or Tender requires a longer validity period.

General Information			
Contract requested by (insert date):	5/22/03		
Opportunity I.D. (OSO Number):	1025632		
Deal Structure (indicate Direct, Pass-Through,	Direct		
Sublicense, or Trial License):			
Is this deal the result of a compliance issue that	Yes		
LMS has been involved in?	x_No		
Does deal contain new licenses with an approved	Yes (specify non-supported license type and		
non-supported license type (i.e. metric is not nor	eBusiness license type used to determine conversion)		
ever has been on Oracle's price list):	x No		
Quote Valid Through (insert date):	EOQ		
Partner (insert name, if applicable)?	Margin or % of net license fees		
VAD (insert name, if applicable)?	Margin or % of net license fees		
MIGRATIONS OR UPDATES:	Yes x No		
PREMIUM SERVICES:	Yes x No		
INCIDENT PACKS:	Yes x No		
INTERNATIONAL:	_x_Yes		
Requires an International Notification Form to be	No		
forwarded to your manager, contract specialist, and			
NASINFO or OGEHINFO.			
Payment Terms:	Net 30		
	x Other (Specify) OFD		
Referenced Agreement:	_X_New OLSA		
	Other (Specify)		

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Customer and A	Administrative Information – all fields must be filled in
Customer's EXACT Legal Name:	Greyhound, Inc.
Business Address:	350 N. St. Paul Street
City / State / Zip:	Dallas ,TX 75201
Customer Contract Admin:	Steve Reyna
Phone #:	21.849.8363
Fax #:	
E-mail ID:	sreyna@greyhound.com
Billing Contact:	Same
(Partner/VAD if Indirect):	
Address:	
City / State / Zip:	
Phone #:	
Fax #:	
E-mail ID:	
Tax Status:	Exempt (Need certificate for ship to state if not on Oracle's Tax
	Exemption Log)
	Non-Exempt x
Shipping Contact:	Same
Address:	
City / State / Zip:	
Phone #:	
Fax #:	
E-mail ID:	
Technical Support Contact:	Same
Address:	
City / State / Zip:	
Phone #:	
Fax #:	
Email ID:	
Partner Name (Indirect):	
Address:	
City / State / Zip:	
Contact Admin:	
Phone #:	
Fax #:	
E-mail ID:	

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Education Prepaid Credit Amount: Education Discount: Education Revenue: Education Sales Rep:	\$_60,000 150 days classroom for apps (customer will pay ½ and license will pay ½) 20% (Ed group working approval separately) \$_60,000
	Macrorie, Chris

PROCESSOR/NAMED USER PROGRAMS/COMPUTER PROGRAMS (REQUIRED INFORMATION)

Make and Operating System required for each program:

Make:

IBM

OS: AIX

PROGRAMS:

Applications Applications			
Will applications be modified:	x Yes	No	
Will users be accessing modified Apps from the web:	x Yes	No	
Have all prerequisites been included:	x Yes	No	
Will users use Fast Forward RPM:		x No	
Will applications be hosted:		x No	
Indicate database that Apps will run on:	Oracle	110	
Indicate CSI for existing prerequisite database and tools:			

	Options not requiring HQAPP, Tier 1, or Tier 2 Approval
(1)	
(2)	
(3)	
(4)	

Internal Administrative Information		
Applications Sales Manager	Richard Bedford	
Technology Sales Manager	Kevin Osborne	
Account Manager		
iSD Rep	Ken Kaufman	
Education Sales Rep	Chris Macrorie	
Support Renewals Rep		***
Premium Support Rep		
Is there a teaming agreement?	Yes (if yes, list all appropriate reps) x No	
Requester:	Name:Roger Turnham	
	Business Telephone:972.501.3718	
	Cell Phone: 972.342.7721	